



# STATE OF CONNECTICUT

## DEPARTMENT OF CONSUMER PROTECTION

### Testimony of

**Department of Consumer Protection  
Commissioner Jerry Farrell, Jr.**

**Presented to the General Law Committee**

**Tuesday, February 26, 2008**

**Regarding House Bill No. 5030  
"An Act Establishing an Electronic Citizen's Forum."**

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Senator Colapietro, Representative Stone, and members of the Committee, I am Jerry Farrell, Jr., the Commissioner of the Department of Consumer Protection. It is my pleasure to submit testimony in favor of House Bill No. 5030, **"An Act Establishing an Electronic Citizen's Forum."**

The Department supports this concept, which would create, within the Department, the means for citizens and interested parties to use the internet to directly contact state agencies. The use of an electronic format for submittal of comments leads to the quick, accurate, and inexpensive sharing of data and ideas to further advance and improve State government. The Department thanks the Governor for her leadership in bringing this novel concept forward, and for pushing the State to make use of electronic data technologies.

As the State agency that works to protect the residents of our State from abuses within the marketplace, the Department of Consumer Protection has proven to be a portal for the general public in accessing information about State government through the telephone and internet. We have years of experience in processing thousands of consumer complaints annually. In this important role, an extensive electronic database is employed to assist our staff. Additionally, the Department has gained recent experience using the internet for license renewals, and that experience has been very positive for both our license holders and for the Department itself. The savings in mailing costs for the Department and for license holders, as well as the reduction of staff time devoted to mailing operations and the handling of paper, has proven the effectiveness of State government making use of the internet. Residents can only benefit from the proposed Electronic Citizen's Forum.

The Department strongly favors passage of this proposal and looks forward to using advanced technology to implement the new Electronic Citizen's Forum for the benefit of Connecticut residents.

The Department thanks the Chairs and members of the General Law Committee for the opportunity to present the above testimony in support of House Bill 5030.

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